

CIBC MELLON

CIBC MELLON'S FINTECH SHOWCASE:

FORWARD TOGETHER

JULY 2024







RICH ANTON
Chief Client Officer

Richard Anton is Chief Client Officer at CIBC Mellon, with overall responsibility for the company's relationship management, product development, strategic client solutions, corporate communications and marketing activities. He is also a member of the company's leadership team.

Richard has more than 30 years of asset servicing and investment operations experience.

In the heart of Montréal, CIBC Mellon recently hosted its second Fintech Showcase, bringing together a diverse array of industry leaders, clients, and fintech allies from across Canada. The event was packed full of insights, peer discussions, and practical demonstrations highlighting advancements being implemented in practice by Canadian institutional investors and their technology and service allies.

This event was only possible and successful thanks to the colleagues, fintech allies, clients and other industry leaders who came together to share innovative ideas, lessons learned, and visions for the future. Whether you presented on stage, joined us in person or tuned in online, thank you for helping make the event a success. The team at CIBC Mellon is committed to continuous improvement and to helping bring leading new ideas and examples to our clients to help them chart the course ahead and future-proof their businesses.



INTERESTED IN JOINING US?

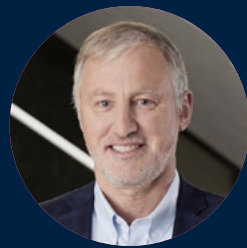
To register your interest in joining us for future showcases and other thought leadership events, please contact your client manager or CIBC Mellon relationship contact.



A SHOWCASE **SUMMARY**

The event kicked off with Michael Graham, Vice President, Client Management and Québec regional lead for CIBC Mellon, setting the stage to dive into various facets of fintech innovation. With more than 250 attendees in-person and online, including representatives from leading asset owners, asset managers, insurance firms, family offices, endowments, technology providers, consultants and other organizations and thought leaders. The showcase was a testament to the strong appetite from the Canadian industry for fintech offerings as well as a reinforcement of the importance and power of collaboration.





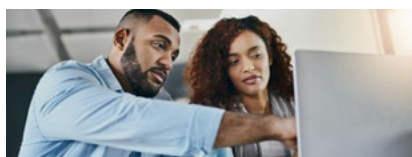
CEO INSIGHTS

The leadership panel comprised **Mal Cullen**, Chief Executive Officer, CIBC Mellon; **Tina Allan**, President, LTIMindtree Canada; and **Jacques Deforges**, Chief Executive Officer, Finance Montréal. These three experienced leaders come from different organizations and perspectives, offering their insights into the evolving landscape of financial services and the role of technology in driving innovation.

CORE THEMES INCLUDED:



Exponentially increasing challenges and opportunities afforded by technology.



Importance of taking a partnership approach to business relationships.



Overcoming barriers to innovation.

The CEO discussion also touched on reducing manual processes, extracting greater value from data to the intersection of operational and technological transformation. Mal Cullen emphasized the importance of collaboration, highlighting CIBC Mellon's commitment to working with partners across the industry to deliver cutting-edge solutions to clients.

Tina Allan echoed this sentiment, stressing the need for holistic approaches to operational transformation and technology adoption. She notes CIBC Mellon as an exemplary customer that “chooses partners, not vendors,” which helps LTIMindtree service more thoughtfully and with better alignment to future needs. Tina also emphasized the significance of leveraging resources and expertise to drive end-to-end improvements in investment operations, rather than focusing solely on transactional efficiency.

Jacques Deforges shed light on the role of industry organizations like Finance Montréal in fostering collaboration and innovation within the financial sector and helping bridge between disparate organizations. He underscored the importance of bringing together stakeholders from various backgrounds to address common challenges and seize emerging opportunities.

All three leaders stressed the value and importance of great talent in helping push the industry ahead and maximize the positive impact of technology on business outcomes.

From leveraging AI and data analytics, to advancing sustainable finance, to attracting local talent and fostering global partnerships, the discussions underscored the industry's commitment to driving positive change.

In his closing remarks, Mal Cullen expressed optimism about the road ahead, emphasizing the need for continued collaboration and innovation. He reiterated CIBC Mellon's dedication to accelerating its leadership as a trusted partner in investment operations and technology delivery, echoing the sentiments of collaboration and progress that resonated throughout the showcase.

EMBRACING TECHNOLOGICAL EVOLUTION IN ASSET MANAGEMENT



The second panel discussion explored the significant strides taken in the technological transformation within the asset management sector, with a particular focus on streamlining the data- and labour-intensive area of better managing private markets data. **Michael Graham**, Vice President, Client Management and head of the Quebec region for CIBC Mellon hosted **Jean-Sébastien Leroux**, Director of Financial Operations, Trans Canada Capital (TCC), and **Kevin Jennings**, Global Head of Alliances, Accelelex to share insights on navigating the evolving landscape of asset management through innovative solutions.

Michael Graham set the stage by citing CIBC Mellon research noting the top data bottlenecks holding Canadian asset owners back included long processing times, inconsistent data and too many manual interventions. Panelists noted that asset management industry, particularly the private markets, has historically been plagued by data bottlenecks. These persistent data bottlenecks were further complicated by the pandemic's pressures, and – as exemplified by Trans-Canada Capital – rapidly rising complexity as managers grow with new clients and more funds.

Kevin Jennings shared the origin story of Accelelex, which was founded in response to demand for technology innovation in private markets. Initially focusing on the extraction of unstructured data from complex documents, Accelelex evolved to provide an end-to-end solution for private markets data management, reducing the need for manual data handling and enabling greater operational efficiency.

Jean-Sébastien Leroux discussed TCC's proactive approach in integrating technology to optimize data and talent management. TCC leveraged technology to reduce manual interventions and standardize processes, which has led to substantial efficiency gains, illustrated by a dramatic reduction in time and effort required for data management tasks.

Both panelists emphasized the strategic importance of choosing the right technology partners and solutions. TCC's journey with Accelelex showcased a successful collaboration that not only streamlined operations but also strategically aligned across both organizations' long-term goals. By automating data collection and analysis, TCC enhanced its decision-making processes and operational agility.

As the discussion concluded, panelists shared insights for other institutions considering similar paths. Emphasizing the importance of listening to client needs and staying adaptable, they highlighted how technology can not only solve immediate operational challenges but also drive strategic growth and innovation.

Michael wrapped up the session by encouraging the audience to consider how their organizations could similarly leverage technology to address key operational challenges, reduce dependence on manual processes, and enhance overall efficiency and effectiveness in asset management.

HARNESSING LOW-CODE TECHNOLOGY FOR ENHANCED OPERATIONS AND GROWTH



Mike Garneau, Vice President, Client Management and head of CIBC Mellon's insurance servicing business, hosted the third discussion focusing on the transformative impact of low-code technology on in-house operations, and how it can drive value extraction, empower co-creation, and improve quality of life. He was joined by **Charles Juneau** Assistant Vice President, Operations Manulife Investment Management as well as **Gary Kennedy**, Enterprise Sales Director, Duco.

Mike introduced the session by noting that CIBC Mellon has recently signed on with Duco, with the intent of bringing enhancements to its own complex reconciliation efforts on behalf of clients, with much more to come.

Charles opened by addressing the growing pains in asset management, particularly around supporting the front office and fostering agility – reinforcing the need to grow capability by doing more than simply increasing headcount. He highlighted the critical need for innovative solutions that can support sustainable growth.

Gary noted that the financial services industry has been focused on streamlining processes and achieving greater automation for decades, and as a result most of the straightforward problems have been resolved; he stressed that the real challenge now lies in addressing the exceptions and complex cases that traditional systems struggle with. This is where low-code technology has the potential to offer advantages over more traditional IT infrastructure in terms of flexibility and speed, by allowing operations experts to deploy that knowledge and experience directly against technical challenges, without needing to work through IT and coding resources to bring solutions to reality.

Charles detailed why Manulife, despite its vast technology resources, chose to collaborate with a fintech like Duco. The decision was driven by the need for speed to market and the ability to influence product development directly. The firms' collaborative relationship enabled Manulife to not only adopt technology, but to adapt and enhance it by providing feedback to Duco regarding future capabilities – as co-creators rather than mere consumer and supplier.

The collaboration between Manulife and Duco led to several successes, including enhancing operational efficiencies as well as offering significant unexpected improvements to employee engagement and quality of life. Charles stressed that in particular for digitally native Gen Z and Millennial employees who are comfortable navigating technology, the ability to take ideas to fruition using modern tools was a powerful driver as Manulife sought to recruit and retain great talent which might otherwise chafe against using antiquated systems. Gary elaborated on these points from Duco's perspective, noting the value of having operational experts who can focus on strategic initiatives rather than on technology development or implementation. This approach helped not only streamline operations at Manulife but has also provided Duco with valuable feedback to guide their product evolution.

Charles cited a few important lessons learned, including the value of establishing robust governance structures early on to support scalability and manage complexity. He noted that growing in-house expertise was crucial in leveraging the full potential of low-code platforms. Gary highlighted the importance of engagement at all levels, from senior management to end-users. He stressed that growing with clients and adapting to their specific needs has been essential for Duco's success.

Both Charles and Gary shared their visions for the future - Charles expressed a desire to continue enhancing automation to improve both operational efficiency and employee satisfaction. Gary reflected on how Duco has learned to better set up engagements with large companies, emphasizing the importance of governance and alignment with client standards. Mike closed with appreciation for the progress that Manulife and Duco have made together, noting that CIBC Mellon as a newer user has opportunities to leverage and build from the Manulife Duco lessons learned.

TECH TALKS

Cynthia Shaw-Pereira, Head of Asset Owner Solutions, CIBC Mellon, hosted “tech talks” featuring three leading fintech firms who showcased their innovations: **Exafluence, impak Analytics, and Coherent.**



EXAFLUENCE & RESEARCH CHAT BOT DEMO



Cynthia and Majid Shabir spent time talking about the power of challenging established practices and identifying opportunities for enhancement. Majid lauded CIBC Mellon and its Innovation Lab team for the rapidity and openness with which the team considered, connected and executed on innovative concepts, pairing fintech insights from the Exafluence team with the asset servicer’s extensive breadth of knowledge regarding client challenges and emerging needs.



Together, Cynthia and Majid shared a live demonstration of their proof-of-concept project, a Generative AI query tool designed to show how clients can more easily “talk to their data” with natural language queries to streamline fund data interactions, offering a glimpse into the future of investment management and research.

The two reviewed evolving challenges faced by clients, including the need for data integration, transparency, and technological adaptation. Majid emphasized the importance of embracing digital transformation and overcoming legacy system constraints to drive efficiency and client satisfaction.

Majid stressed the importance of aligning digital ambitions with shifting industry paradigms and fostering a culture of innovation and readiness for change. He reinforced the need for robust governance and risk management frameworks to mitigate potential data-related challenges. Cynthia highlighted CIBC Mellon’s commitment to innovation and client-centric solutions, highlighting the firm’s strategic partnerships and technological advancements. She emphasized the role of technology in integrating diverse data sets and empowering informed decision-making.



IMPAK ANALYTICS



impak analytics, a Canadian/French startup and graduate of BNY Mellon’s fintech accelerator program, showcased their respective innovations in ESG risk management and spreadsheet governance, further enriching the dialogue on fintech’s transformative potential.

François Le Bel, with over 30 years of business development experience, introduced impak Analytics, a Canadian and French startup dedicated to assessing and scoring the impact of businesses based on leading international standards. Through its innovative solutions, impak aims to channel capital towards businesses with a positive social or environmental impact, creating a more sustainable and responsible investment landscape.



COHERENT



John Brisco, Chief Executive Officer and Founder, Coherent, a global SaaS business, presented Coherent's transformative approach to spreadsheet management. With a focus on enterprise-grade capabilities, Coherent enables financial institutions to unlock game-changing benefits in financial, data, and risk management. John's insights shed light on the importance of modernizing financial operations to drive efficiency and competitiveness in today's digital age.



L'INNOVATION AU QUÉBEC



To end off, Marie-France Blais, Relationship Executive, CIBC Mellon switched up the dialect and led the final panel in the province's leading language - French. The discussion focused on the themes of collaboration and innovation within Québec's dynamic industry.



Jean-Sébastien Leroux highlighted the strong sense of partnership and shared best practices among competitors, emphasizing the industry's solid network and commitment to process optimization and productivity. Charles Juneau discussed the ecosystem of innovative companies in Montreal, which collaborate with Fintechs and universities to attract and retain qualified talent. The panelists agreed that innovation is seen as a key differentiator that helps evolve business and operational models, supporting economic growth and the convergence of financial services and technology.



In his closing remarks, Michael Graham highlighted the unique strengths of the Québec market, including its talent pool, innovative ecosystem, and focus on sustainable finance.

As the financial landscape continues to evolve, CIBC Mellon remains at the forefront, leveraging cutting-edge technology to deliver holistic and transformative solutions. With a clear focus on innovation, collaboration, and client empowerment, CIBC Mellon reaffirms its position as a pioneering force in the financial services industry.

Stay tuned for more upcoming events, including the Governance Summit in Toronto and a technology-centric event in October.



CHECK OUT THE VIDEOS FROM THIS EVENT:



EXPLORE WITH US

Our research papers provide insights and big ideas, designed to help institutional investors in Canada navigate today's complex market and regulatory environment. If you would like to discuss these themes further, please don't hesitate to contact your client manager to arrange a discussion.





As the industry continues to evolve, the team at CIBC Mellon together with our global parent companies will continue to offer insights to provide a roadmap for asset managers to navigate the future of operations, leverage technology, address regulatory challenges, and optimize distribution strategies.



FOR MORE INFORMATION

CIBC Mellon is pleased to engage with clients on this front and continue the conversation. Please contact your Client Manager if you would like more information.

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